



Remedy available for  
 2024 (WL) Jeep Grand Cherokee/Grand Cherokee L

Template Version 1.0

| Revision | Edition       | Detail           |
|----------|---------------|------------------|
| 0        | November 2024 | Initial Version. |

**SYMPTOM DESCRIPTION**

The Instrument Panel Cluster (IPC) on about 7500 of the above vehicles may have been incorrectly programmed, which can cause delayed speedometer response. A speedometer that has a delay in displaying the correct vehicle speed may cause the driver to exceed the speed limit, which increases the risk of a crash without prior warning.

The condition above fails to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 101 - Control and displays.

**SCOPE**

This recall applies only to the above vehicles.

NOTE: Some vehicles above may have been identified as not involved in this recall and therefore have been excluded from this recall.

**IMPORTANT:**

- Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Violation of this requirement by a dealer could result in a civil penalty of up to \$27,168 per vehicle.
- Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery.
- Dealers should also perform this recall on vehicles in for service.

Involved vehicles can be determined by using the VIP inquiry process.

**REPAIR TO BE PERFORMED**

Inspect the instrument cluster, and reflash as needed.

**ALTERNATE TRANSPORTATION**

Dealers should proactively minimize customer inconvenience while the recall repair is being performed. Reference the Goodwill Alternate Transportation Guidelines warranty bulletin link within Recall Central on DealerCONNECT for options to support the customer while their vehicle is in service.

**COMPLETION REPORTING / REIMBURSEMENT**

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims paid will be used by FCA to record recall service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

| Labor Description  | Number      | Hrs |
|--|-------------|-----|
| Module, Instrument Panel Cluster (IPC) - Inspect               | 18-B8-B1-81 | 0.2 |
| Module, Instrument Panel Cluster (IPC) - Inspect and Reprogram | 18-B8-B1-82 | 0.4 |

**NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.**

For Mobile Service Reimbursement, dealer to include standard dealer entry and mark-up for parts, standard dealer entry and labor rate for service, as well as the special services code for mobile allowance. The special services LOP will only be paid once per VIN and may NOT be used in coordination with any Alternate Transportation claims.

For additional details, reference the Mobile Service Warranty Bulletin - for convenience, a copy has been linked within Recall Central on DealerCONNECT.

**PARTS INFORMATION**

No parts are required to perform this service procedure.

**PARTS RETURN**

No parts return required for this campaign.

**SPECIAL TOOLS**

| Number | Description              |
|--------|--------------------------|
| NPN    | wiTECH MicroPod II / MDP |
| NPN    | Laptop Computer          |
| NPN    | wiTECH Software          |

**DEALER NOTIFICATION**

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

**OWNER NOTIFICATION / SERVICE SCHEDULING**

All involved vehicle owners known to FCA are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Dealers are encouraged to consider alternative scheduling and servicing approaches for this recall. This repair does not require hoists or other full service facility special equipment and is a Chrysler Mobile Service approved repair.

**VEHICLE LISTS, GLOBAL RECALL SYSTEM, VIP AND DEALER FOLLOW UP**

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner’s name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the “Service” tab and then click on “Global Recall System.” Your dealer’s VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

**Dealers must perform this repair on all unsold vehicles before retail delivery.** Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

*Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.*

**ADDITIONAL INFORMATION**

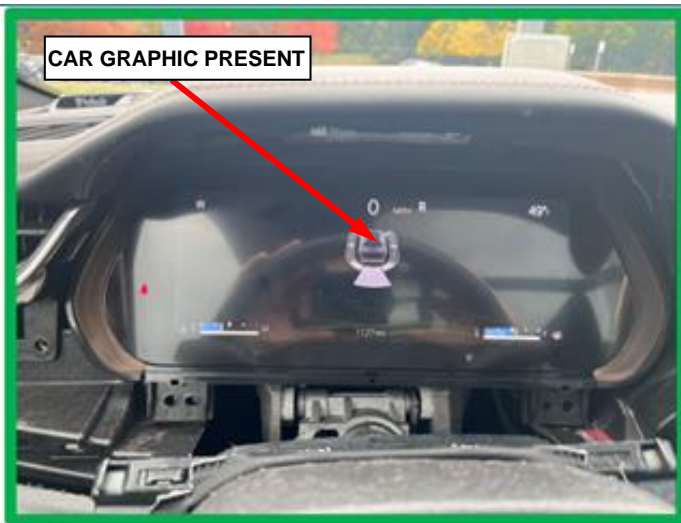
If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Services / Field Operations  
FCA US LLC.

## SERVICE PROCEDURE

### A. Inspect IPC

1. Start the vehicle.
2. Move the shifter position to Reverse.
3. Check for cluster graphics in Park Sense Rear Braking Assist screen (Figures 1 and 2).



**Figure 1 – Check for Car Graphic (with sales code XH3)**



**Figure 2 – Check for Car Graphic (with sales code XH4)**

**SAFETY RECALL**  
NORTH AMERICA  
**Speedometer Lag**



Reference: B8B / NHTSA 24V-872

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4. Does the car graphic appear (Figure 1 and 2)?
    - YES>>> This vehicle has passed the inspection and may be returned to the customer. Claim the inspect LOP to close the recall.
    - NO >>> Proceed to Step 5.
  5. Reload the software to the IPC. See B, IPC Update.

## **B. IPC Update**

**NOTE: This is an overflash requirement and not a software level update. A successful overflash of the same software level will resolve the issue.**

**NOTE: If this flash process is interrupted/aborted, the flash should be restarted.**

1. Open the hood. Install a battery charger and verify that the charging rate provides 13.0 to 13.5 volts. Do not allow the charger to time out during the flash process. Set the battery charger timer (if so equipped) to continuous charge.

**NOTE: Use an accurate stand-alone voltmeter. The battery charger volt meter may not be sufficiently accurate. Voltages outside of the specified range will cause an unsuccessful flash. If voltage reading is too high, apply an electrical load by activating the park or headlamps and/or HVAC blower motor to lower the voltage.**

2. Connect the wiTECH MDP to the vehicle data link connector.
3. Place the ignition in the “**RUN**” position.
4. Open the wiTECH 2.0 website.
5. Enter your “**User id**” and “**Password**” and your “**Dealer Code**”, then select “**Sign In**” at the bottom of the screen. Click “**Accept**”.
6. From the “**Vehicle Selection**” screen, select the vehicle to be updated.
7. From the “**Action Items**” screen, select the “**Topology**” tab.

**NOTE: The IPC must be at the latest software calibration level after completing this recall.**

8. From the “**Topology**” tab, select the “**Instrument Panel Cluster (IPC)**” module icon.
9. From the “**Flash**” tab, select the flash part number. Read the flash special instructions page. Select “**OK**” to continue.
10. From the flash ECU agreement page, agree to terms by checking the box.
11. Select “**Flash ECU**” and then follow the wiTECH screen instructions to complete the flash.
12. Cycle the ignition.
13. Wait a few seconds.
14. Confirm the software is at the latest available calibration level.

**SAFETY RECALL**  
NORTH AMERICA  
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15. Clear all DTCs that may have been set in any module due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.
  16. Put the vehicle in Ignition Lock, open and then close the driver door.
  17. Wait two minutes for the vehicle to sleep.
  18. Cycle the ignition to ACC or ON.
  19. Confirm the IPC correctly displays the car graphic.
  20. Place the ignition in the “**OFF**” position and then remove the wiTECH MDP device from the vehicle.
  21. Remove the battery charger from the vehicle.
  22. Close the vehicle hood.